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Basic Operation

This section will focus on basic operation of the interface including pan/tilt, video, audio, etc.

For Internet Explorer

After inputting the camera's LAN or Internet access URL in IE browser, the camera's username and password will be required. The default username is admin. There is no password and please leave it blank.



TENVIS | 2013

Ver 1.7.15

Welcome to Use IP Camera



Internet Explorer
ActiveX Plug-in only for IE Browser



iPhone, iPod touch and iPad
For iPhone 2G, 3G, 3GS, 4 and iPad.



Mobile Phone (such as Android...)
Browser that supports Javascript.



IE ActiveX Plug-in. Click to download



Language : English

1. Select **IE Active X Plug-in** to download the IE plug-in and follow the procedure to install.



IE ActiveX Plug-in. Click to download

2. Select **ActiveX Plug-in only for IE Browser**



Internet Explorer
ActiveX Plug-in only for IE Browser

3. Click **Allow** to allow the web browser plug-in running in IE.
4. Then you could see the live video and control panel



Instructions of the buttons of main panel

	lead you to the welcome page
	Single camera view mode. For show back to single camera mode from 4 cameras view mode or 9 cameras view mode.
	4 cameras view mode. After set up multiple camera settings, you could view up to 4 cameras by this mode
	9 cameras view mode. After set up multiple camera settings, you could view up to 9 cameras by this mode
	Click this button for camera settings
Resolution	Changed the resolution of the video, there are 3 options: 640x480, 320x240 and 160x120.
Video FPS	Change the FPS of video, it means frames per second. The bigger the number, the smoother the video is. Higher FPS depends on high speed network.
PT Speed	Change the speed of the pan/tile of the camera. There are 5 options: Fastest, Fast, Normal, Slower and Slowest. (only available for the camera with Pan\Tilt)
	There are 8 direction keys and the center button is rotation center. (only available for the camera with Pan\Tilt)
	The horizontal cruise will pan automatically (only available for the camera with Pan\Tilt)
	The vertical cruise will tile automatically (only available for the camera with Pan\Tilt)

	Set preset position, this camera support 6 preset positions. What is preset position? See tips below. (only available for the camera with Pan\Tilt)
	Go preset position you have set (only available for the camera with Pan\Tilt)
	Exchange the video from left side to right side
	Upside down the video
	Adjust the brightness of the video
	Adjust the contrast of the video
	Receive audio from the camera (only available for the camera with 2-way audio)
	Send audio to the camera (only available for the camera with 2-way audio)
	Take snapshot of the camera
	Record video to PC, you could change the path in the settings



Tips:

What are preset positions?

Preset positions are IP camera's memorized P/T position functionality. Once you set the preset position, you do not need to pan the camera to your preferred position. You are able to press the preset button and the camera will move to the fixed preset position automatically.

For Other Non-IE Web Browsers

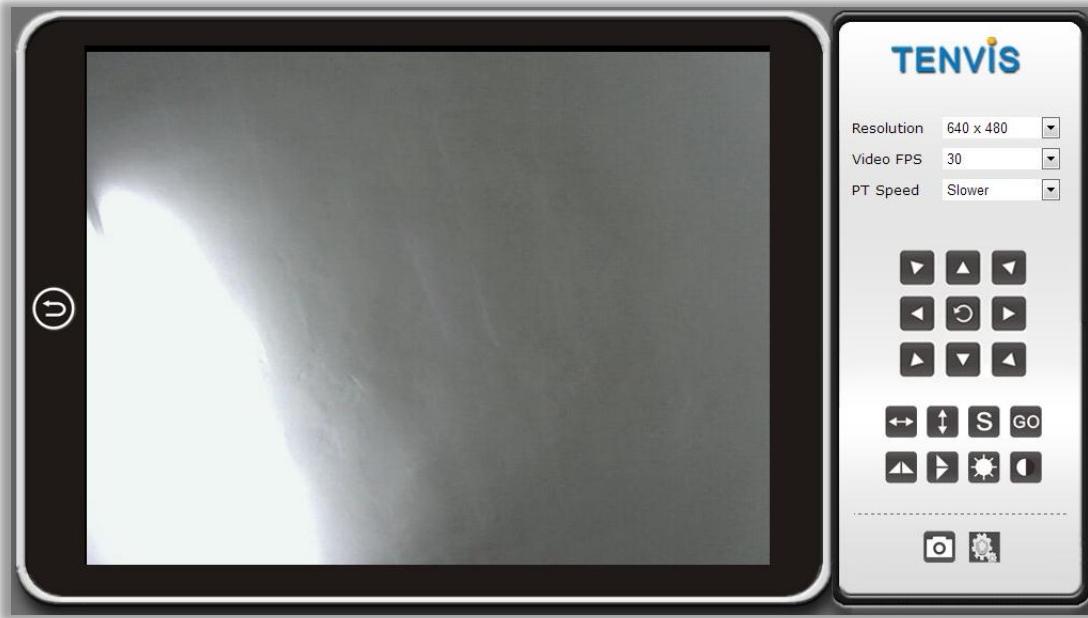
1. Select **For Firefox, Google chrome etc** for non-IE web browser. **This mode is suit for Safari in Mac.**



Firefox

For FireFox, Google Chrome etc.

2. For other non-IE web browsers, there is a little difference.



There are the details of the difference of the functions.

	IE	Non-IE web browser
Multiple Cameras Mode	√	×
2-way audio	√	×
Record to PC	√	×
Time Stamp	√	×

Camera Settings

Click this Settings Button for camera Settings.

System

About

Basic Device Info & Customer Service info.

About

Device Model	JPT3815W
Device SN	E04C8F2766
Hardware Version	Ver 1.4
Firmware Version	Ver 1.7.15
Manufacturer	TENVIS Technology Co.,Ltd.
Official Website	http://www.tenvis.com

Contact Customer Service

China Worldwide Customer Service

Time:	9:00-18:00 ,BJT,Mon.- Fri.
Telephone#	0086-0755-89732476
EMail:	support@tenvis.com

USA Local Customer Service

Time:	7:00-15:00 ,MST,Mon.- Fri.
Telephone#	1(505)715-6577
Skype:	tenvis_us_support
EMail:	ussupport@tenvis.com

Device Model	Camera's exact model
Device SN	Camera's serial number which is also the camera' MAC address
Hardware Version	Camera's hardware version
Firmware Version	Camera's software version
Manufacturer	TENVIS Technology Co., Ltd
Official Website	http://www.tenvis.com
Contact Customer Service	Consulting with TENVIS customer service if you have any question about TENVIS IP camera.



Notice:

Customer Service information will be updated at the official website.

PT Setting

Camera' Pan/Tilt and preset setting. (only available for the camera with Pan/Tilt)

PT Setting

Enable PT	<input checked="" type="checkbox"/>
Enable Preset Position	<input checked="" type="checkbox"/>
Startup Position	▼
PT Speed	Normal ▼

Enable PT	Keep on/off of the camera's Pan\Tilt
Enable Preset Position	Turn on/off of the camera's preset position
Startup Position	Preset position that the camera will move to after rebooting
PT Speed	Speed for Pan\Tilt which is also the speed for preset movements includes 5 options.

Backup and Restore Setup

Save or restore camera configuration.

Backup and Restore Setup

Backup Configuration	
Export Button	<input type="button" value="Export"/>
Restore Backup Configuration	
Setting File Location	<input type="button" value="浏览..."/>
Import	<input type="button" value="Import"/>
Restore Factory Setting	
Restore Default Button	<input type="button" value="Restore Default"/>

Backup Configuration	Keep the camera setting as a backup file. Download the appeared box IPCamera_Settings.dat and store it in your computer in case you need to get back to the previous setting.
Restore Backup Configuration	Click Browser to add the backup setting which has been saved in advance to get back to the previous configuration.
Restore Factory Setting	Reset the camera to default factory setting

NTP Setting

Camera's time setting

NTP Settings

Current Time	Fri Jan 18 16:55:57 GMT 2013	Sync with Host
Time Zone	(GMT+08:00) China Coast, Hong Kong	
NTP Server	time.nist.gov ex: time.nist.gov ntp0.broad.mit.edu time.stdtime.gov.tw	
Automatic Calibration Time Interval(by hour)	48	
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		

Current Time	Camera's time and you can click Sync With Host to get it consistent with your computer's time
Time Zone	Time zone of the place that the camera is located
NTP Server	Time server of the network which is connected with the camera
Automatic Calibration Time Interval(by hour)	Intervals for the camera to correct the time with its own connected network.



Tips:

- As there is no built-in battery designed for the camera, the time memory might be lost when the camera reboots and it will get back to 1970.01.01. While, it will not affect the alarm schedule, since the exact alarm time will be collected from the Internet. You just need to reconnect the network to correct the camera's time manually.

2. What is NTP server?

NTP server is a server computer that reads the actual time from a reference clock and distributes this information to its clients using network. Camera will get the exact time through NTP sever by offering the time zone of camera's location.

System Log

You are able to check all the records for the computer operation starting from the power on.

System Log

New Video Software Client (null) IP:192.168.2.153 New Video Software Client (null) IP:192.168.2.153 Video contrast 5 Video bright 5 Video FPS 30 Video Frame Size 640 X 480

Language

To set camera's language and other exterior info.

System Language

Language	English	<input type="button" value="▼"/>
Welcome Page	<input checked="" type="radio"/> show	<input type="radio"/> hide
UI Color	<input checked="" type="radio"/> Gray	<input type="radio"/> Blue

Language	To choose from 9 different languages
Welcome Page	To select the welcome page
UI Color	To pick the color for the whole interface

Changing Password

To update the camera' username and password.

Changing Password

User Name	admin
Current Password	<input type="password"/>
New Password	<input type="password"/>
Confirm Password	<input type="password"/>

User Name	This camera's username
Current Password	To confirm the current password
New Password	To fill in the camera's new password
Confirm Password	Fill in the new password to double confirm

System User

Adding and updating user account.

User Management

System User [admin]

User Defined

User Name:	Password:	Group:	Delete
		Guest	<input type="button" value="Delete"/>
		Guest	<input type="button" value="Delete"/>
		Guest	<input type="button" value="Delete"/>
		Guest	<input type="button" value="Delete"/>
		Guest	<input type="button" value="Delete"/>
		Guest	<input type="button" value="Delete"/>

Defined user contains three different user levels.

Different authority is set to different user level as specified in the following sheet . . .

	Live Video	Record	Snapshots	Video adjustment	Sound	Talkback	PT operation	Settings
Admin	✓	✓	✓	✓	✓	✓	✓	✓
Operator	✓	✓	✓	✓	✓	✓	✓	
Guest	✓	✓	✓		✓	✓		



Tips:

PT operation is only available for cameras with Pan/Tilt.

Update

Update the device to the latest firmware version which can be found from our official website. <http://www.tenvis.com/download>

Firmware Update

Update the device to the latest version which can be found from our official website. <http://www.tenvis.com>

Note:

- 1. Please choose proper update package according to product model of the camera.
- 2. Use cable network NOT WIFI during the update process.
- 3. Make sure that the update process is operated under continuous power supply.
- 4. The whole process may take about 1 minute. Please wait until camera reboots.
- 5. Please operate under the guidance of professional personage in case of updating failure.
- 6. We are not responsible for any improper operation that leads to camera crash.

Location



Notice:

1. Please choose proper update package according to product model of the camera.
2. Use cable network NOT WIFI during the update process.
3. Make sure that the update process is operated under continuous power supply.

4. The whole process may take about 2-3 minute. Please wait until camera reboots.
5. Please operate under the guidance of professional personage in case of updating failure.
6. TENVIS is not responsible for any improper operation that leads to camera crash.

Reboot

Press reboot button to restart the camera.



Network

IP Config

Camera's Basic Network Setting.

Network Configuration

Device Name	TENVIS 2013
DHCP	<input type="checkbox"/>
IP Address	192.168.1.239
Net Mask	255.255.255.0
Default Gateway	192.168.1.1
DNS Server	192.168.1.1
Web Port (default 80)	81
New port born after reboot	

UPnP Setting

UPnP Enable	<input type="checkbox"/>
Status	UPnp Init Disabled;

Buttons: OK, Cancel, Save, Cancel

Device Name	Camera's display name which is set to distinguish with other devices in your network
DHCP	Enable or disable getting IP address from DHCP server automatically. If it

	is enabled, IP address and other items can not be updated manually.
IP Address	Camera's local network IP address which is used to view the camera in the same local network. Specify a unique IP address for your network camera .
Net Mask	Specify the mask for the subnet the network camera is located on
Default Gateway	Specify the IP address of the default gateway (router) used for connecting devices attached to different networks and network segments
DNS Server	DNS (Domain Name Service) provides the translation of host names to IP addresses of your network
Web Port	Camera's communications port which is set to send video and audio data
UPnP	Universal Plug and Play (UPnP) is an architecture for peer-to-peer network connectivity and it will connect to the IP camera from Internet with an easier way



Notice:

As UPNP is also easily affected by router or firewall, sometimes it may show failed status. If that, please do port forwarding manually in your router to forward the camera's port to your router. No matter UPNP succeed or not, it will not affect the camera's remote access.

WIFI

Configuring WI-FI connection

WIFI Link Status

Connect AP	Disconnected	IP Address
------------	--------------	------------

Station Profile(Up to 4)

Profile	SSID	Channel	Authentication
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	<input type="button" value="Activate"/>	

Station Site Survey

SSID	RSSI	Channel	Encryption
ChinaNet-eYsd		11	WPA-PSK
TENVIS02		6	WPA-PSK; WPA2-PSK
TP-Tenvis		11	WPA-PSK; WPA2-PSK

Site survey page shows information of APs nearby. You may choose one of these APs connecting or adding it to profile.

Station Site Survey	All the nearby wireless signal searched by the camera
Station Profile(Up to 4)	Select the wireless signal and add it to Station Profile. Then you can switch your preferred wireless network easily.
WIFI Link Status	Check and change wireless network status

Setting Procedure please reference charter: **Wireless Setup**

DDNS

Configuring the camera's DDNS for remote view

Built-in DDNS Configuration

Enable DDNS	<input checked="" type="checkbox"/>
URL	http://[REDACTED].tenvis.info http://[REDACTED]208:82
Status	DDNS Update Successful;

Third-party DDNS Configuration

DDNS Server	<input type="button" value="None"/>
Account	<input type="text"/>
Password	<input type="text"/>
DDNS	<input type="text"/>

Save **Cancel**

Save **Cancel**

Built-in DDNS Configuration	TENVIS IP Camera has been set with free default built-in DDNS tenvis.info. You can enable or disable it. If the DDNS status appears successful, you can view the camera from Internet after you forward the camera's port to your router.
Third-party DDNS Configuration	TENVIS camera supports third-party DDNS like Dyndns, Araid.org, Zoneedit, no-ip and Oray. You can inform us to add the new DDNS from TENVIS Forum if you get third-party DDNS support agreement



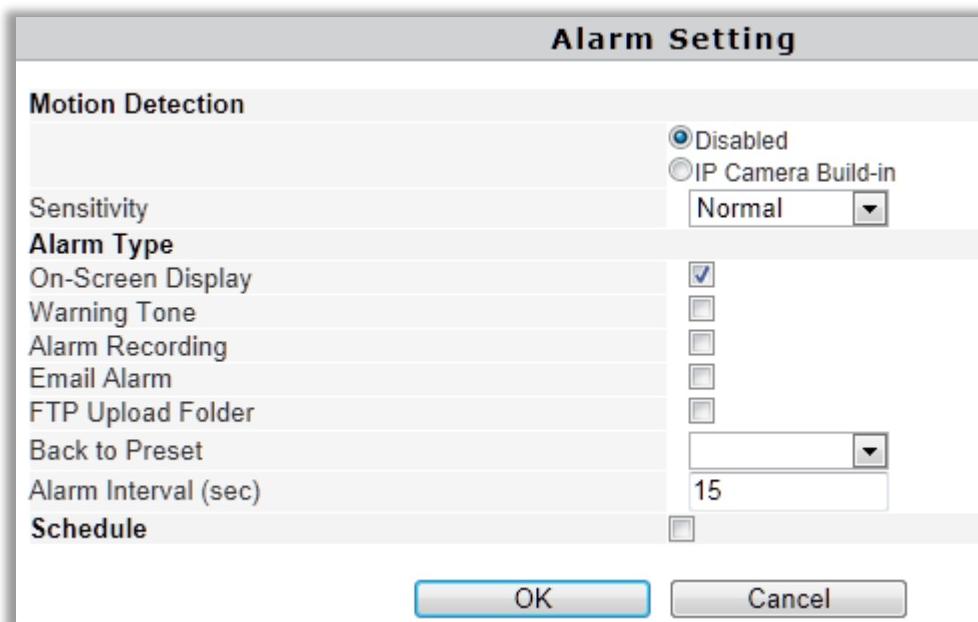
Tips:

1. What is DDNS?

DDNS (DDNS (Dynamic DNS) is a service that maps Internet domain names to IP addresses. Thus we do not need to remember the changing IP address and be able to view the camera through relevant DDNS server.

Alarm Setting

Alarm Setting



Motion Detection	To enable or disable the motion detection alarm
Sensitivity	The sensitivity of the motion detection alarm which contains 5 levels.
On-Screen Display	Notice on the screen during motion detection alarm which is only available in IE browser.
Warning Tone	Alarm voice when the camera detects moving objects which is only available for IE browser.
Alarm Recording	Making records to the computer when the camera detects moving objects and there is only IE browser supports this.
Email Alarm	Sending alarm pictures to the fixed email when the camera detects the movements
FTP Upload Folder	Sending alarm pictures to FTP server set in advance when the camera detects movements.
Back to Preset	Moving to the preset position once the camera detects moving objects and this is only available for Pan/Tilt IP camera.
Alarm Interval (sec)	Unit of time for periodic motion detection alarm which contains picture and video alarm.
Schedule	Specified motion detection period with 15 minutes a unit and one week a circle.

Email Setting

Once the motion detection alarm is enabled, camera will send snapshots to the fixed email when it detects the moving objects. There will be six emails per time and one picture per

email.

Email Setting

Sender(xxx@xxx.xxx)	<input type="text"/>
Recipient[1](xxx@xxx.xxx)	<input type="text"/>
Recipient[2]	<input type="text"/>
Recipient[3]	<input type="text"/>
Recipient[4]	<input type="text"/>
SMTP Server	<input type="text"/> <input type="button" value="..."/>
SMTP Port (default 25)	<input type="text"/>
Transport Layer Security	<input type="button" value="..."/> Gmail support STARTTLS at 25/587 port and TLS at 465 port.
SMTP User	<input type="text"/>
SMTP Password	<input type="text"/>
IP Address Reported by Mail	<input type="checkbox"/>

Sender(xxx@xxx.xxx)	Email address for sending the alarm email
Recipient[1](xxx@xxx.xxx)	1st email address for receiving the alarm email
Recipient[2]	2nd email address for receiving the alarm email
Recipient[3]	3rd email address for receiving the alarm email
Recipient[4]	4th email address for receiving the alarm email
SMTP Server	Sending emails provider 's SMTP server address
SMTP Port (default 25)	Service port of SMTP server
Transport Layer Security	Encryption protocol of SMTP Server
SMTP User	Sender email's login username
SMTP Password	Sender email's login password
IP Address Reported by Mail	Sending the camera's external access URL to the recipient's email

E-mail Alarm Configuration

Email Setting

Sender(xxx@xxx.xxx)	<input type="text" value="tenvis@tenvis.com"/>
Recipient[1](xxx@xxx.xxx)	<input type="text" value="support@tenvis.com"/>
Recipient[2]	<input type="text"/>
Recipient[3]	<input type="text"/>
Recipient[4]	<input type="text"/>
SMTP Server	<input type="text" value="smtp.gmail.com"/> <input type="button" value="..."/>
SMTP Port (default 25)	<input type="text" value="587"/>
Transport Layer Security	<input type="button" value="..."/> Gmail support STARTTLS at 25/587 port and TLS at 465 port.
SMTP User	<input type="text" value="tenvis@tenvis.com"/>
SMTP Password	<input type="text" value="*****"/>
IP Address Reported by Mail	<input type="checkbox"/>

Sender is your own email address. Since the famous email provider has won excellent service experience and the built-in email provider ‘ SMTP servers are easier to set up, you are strongly suggested to take the gmail, yahoo and other famous email as the sender email.

Recipient is the email to accept the alarm email and you are kindly suggested not to make it the same with Sender email.

SMTP Server: The SMTP (short for Simple Mail Transfer Protocol) works like a post assistant, handling the sending of emails from the camera to an email server. SMTP Server receives outgoing mail messages from users to the mail recipients they are intended for.

If your sender email provider is public server, you can search the IP address of the email provider’s SMTP server or DDNS from Google.

If your sender email provider is a private one, you can consult with the email provider’s customer service.

SMTP Port: Service port of SMTP server which you can get with the above procedure

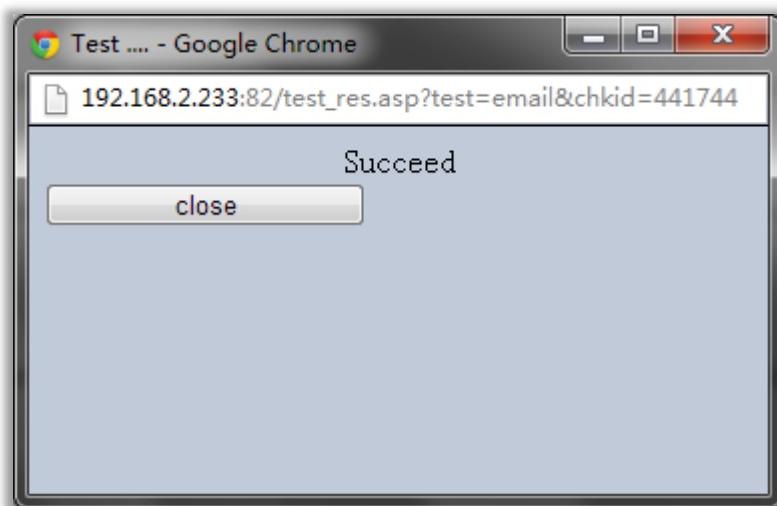
Transport Layer Security: Encryption protocol of SMTP Server and you can also get it from the above procedure

SMTP User: The account for you can login the SMTP server which is also the sender email address

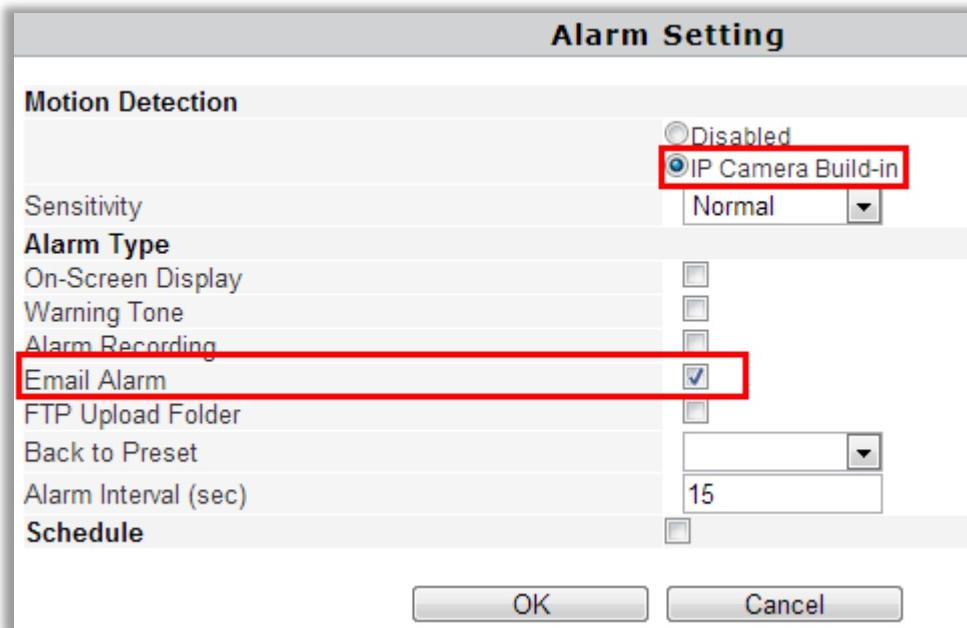
SMTP Password: The password for you to login the SMTP server which is also the sender email password

IP Address Reported by Mail: Once it is triggered, the latest external IP address will be sent to recipient’s email as soon as the camera’s WAN IP address changes.

Then click Save and Test. Once it says Success that means the camera has set up e-mail settings.



Go back to alarm settings and enable **Email Alarm** to finfish the whole e-mail alarm settings.



Notice:

1. Please check the basic network settings of the camera if failed in test,
2. There might be some delay for motion detection alarm since it is related with the network condition and the service quality of the sender email's provider. Thus it is beyond the control of IP camera.
3. If you still can not receive any alarm email after getting the test email, please check your spam box and add your sender email address in the trust list of the recipient email once you find it in spam.



Tips:

The alarm email is sent via sender email's provider server which is SMTP server. Once the camera signs in the SMTP server, the alarm email will be delivered to the recipient email after getting SMTP server's authentication. Therefore, the sender email, recipient email and the SMTP server are all required.

FTP Setting

FTP is short for File Transfer Protocol. FTP is used to transfer files between computers on a network. You can upload camera's alarm snapshots to your FTP storage. Thus, there is no need to keep the computer on when the motion detection alarm is triggered.

FTP Setting

FTP Server	<input type="text"/>
FTP Port (default 21)	<input type="text"/>
FTP User	<input type="text"/>
FTP Password	<input type="text"/>
FTP Upload Folder	<input type="text"/>

FTP Server	FTP server's address
FTP Port (default 21)	FTP server's port
FTP User	FTP server's username
FTP Password	FTP server's password
FTP Upload Folder	FTP server's subdirectory. Keep it blank if there is no subdirectory

FTP Alarm Configuration

FTP Setting

FTP Server	<input type="text" value="your.ftp.com"/>
FTP Port (default 21)	<input type="text" value="21"/>
FTP User	<input type="text" value="username"/>
FTP Password	<input type="text" value="*****"/>
FTP Upload Folder	<input type="text" value="tenvis"/>

FTP Server: FTP server's IP address and DNS which could be required from FTP server provider

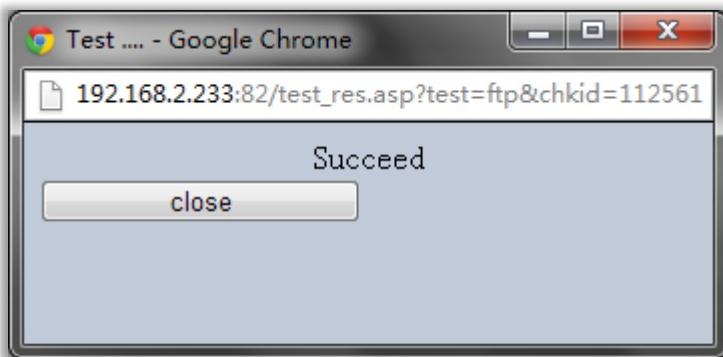
FTP Port: Communication port of FTP server and the default port is 21

FTP User: Username for you to sign in FTP server which could be required from FTP server provider

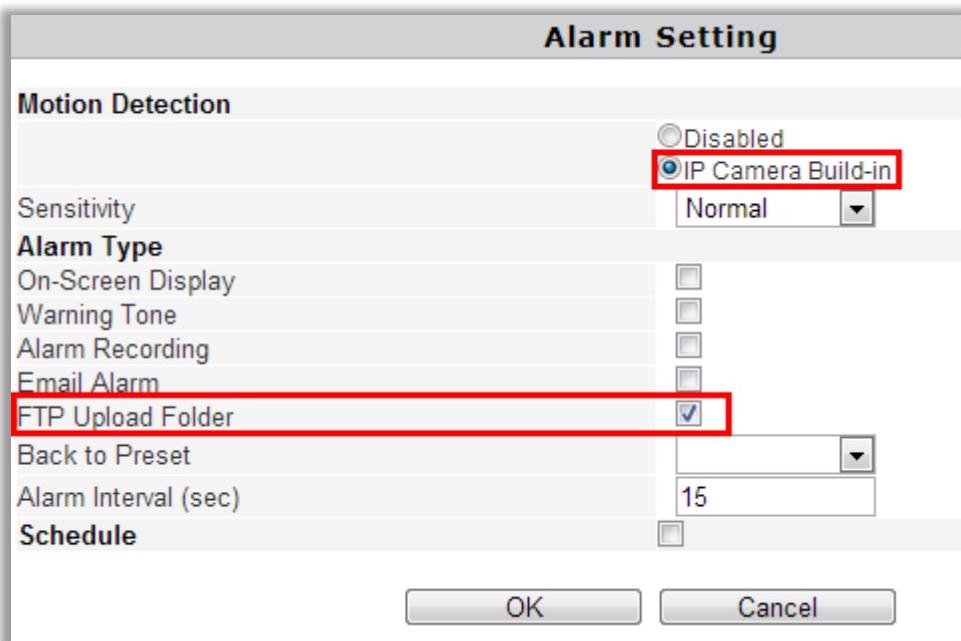
FTP Password: Password for you to login FTP server which could be required from FTP server provider

FTP Upload Folder: File address in FTP server for to save the alarm pictures. If it is left blank, the pictures will be kept in FTP's root directory

Then click Save and Test. Once it says Success that means the camera has set FTP settings.



Go back to alarm settings and enable **FTP Upload Folder** to finfish the whole e-mail alarm settings.



Notice:

1. Please check the basic network settings of the camera if failed in test, go to Pxx for reference
2. FTP server is offered by FTP provider. TENVIS does not provide FTP service. Web Hosting usually supports FTP.
3. Please make sure the camera owns authority to upload alarm pictures. For detailed information, please consult with FTP server provider.

Recording

Recording and alarm recording are only available for IE browser

Recording Setting

Recording Path	<input type="text" value="D:\\"/> Browse	
Alarm Recording Path	<input type="text" value="D:\\"/> Browse	
Note: The above setting is only available for the administrator.		

Recording Path	Camera's recording file
Alarm Recording Path	Camera's alarm recording file



Notice:

If it does not work, please run IE as administrator. Right click IE browser and pick Run as Administrator

Multi Camera Monitor Configuration

Multi Camera Monitor Configuration

Device List in LAN	<div style="border: 2px solid red; padding: 5px; margin-bottom: 10px;"> IP Camera(192.168.2.244:12054) 各服专用(192.168.2.214:82) DEMO-JPT3815W+(192.168.2.185:12053) </div> <div style="display: flex; justify-content: space-between;"> Scan Add To Camera 2 </div>
Camera 1 [local camera] <div style="border: 2px solid red; padding: 5px; margin-bottom: 10px;"> <u>Camera 2</u> Alias: IP Camera </div> <div style="display: flex; justify-content: space-between;"> IP Address: Port 192.168.2.244:12054 </div> <div style="display: flex; justify-content: space-between;"> User Name: Password admin : ***** Delete </div>	
<u>Camera 3</u> Alias: <input type="text"/> <u>Camera 4</u> Alias: <input type="text"/> <u>Camera 5</u> Alias: <input type="text"/> <u>Camera 6</u> Alias: <input type="text"/> <u>Camera 7</u> Alias: <input type="text"/> <u>Camera 8</u> Alias: <input type="text"/> <u>Camera 9</u> Alias: <input type="text"/>	
Save Cancel	

Device List in LAN	All MJPEG IP camera in your local network
Alias:	Camera's name
IP Address: Port	Camera's IP address and port or you can fill in DDNS instead.
User Name: Password	Camera's username and password

If you want to view multiple cameras from Internet by DDNS, you could add the camera with DDNS.

Camera 2 Alias:	TENVIS Camera
IP Address: Port	aalm.tenvis.info
User Name: Password	admin : *****
<input type="button" value="Delete"/>	

**Notice:**

This configuration is only available for IE browser.

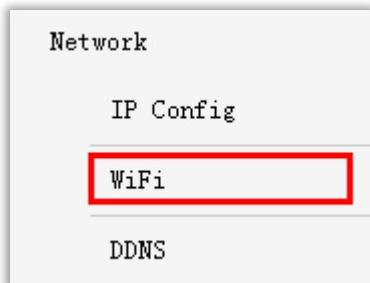
Wireless Settings

For Windows

For wireless connection of Windows computer, please turn to Page 5 of Quick Start Guide. You can also connect the wireless signal in **Settings** page after you view the image. Please turn to **Mac** wireless connection for more detailed information.

For Mac

1. Click Settings Button  and select Wifi.



2. Click Rescan in Station Site Survey and pick your preferred WI-FI SSID. Then press Connect.



3. Fill in the relevant wireless network information. If you are not sure about this, please keep the auto set-up of the camera.
4. If your wireless network is open, please pick Apply.

Adding Wifi profile...

Profile Name	TENVIS Office wifi 2
SSID	TENVIS02
Network Type	Infrastructure ▾
Security Policy	
Security Mode	OPEN ▾
Encryption Mode	NONE ▾

This is no any security. Are you sure to connect AP?

Apply **Cancel**

5. If your wireless encryption is WEP (SHARED), you need to take WEP Key Length & WEP Key Entry Method. Please keep the auto set-up of the camera if you are not familiar about this. Then enter the pass phrase and click Apply.

Adding Wifi profile...

Profile Name	TENVIS Office wifi 2
SSID	TENVIS02
Network Type	Infrastructure ▾
Security Policy	
Security Mode	SHARED ▾
Wire Equivalence Protection (WEP)	
WEP Key Length	64 bit (10 hex digits / 5 ascii keys) ▾
WEP Key Entry Method	Hexadecimal ▾
WEP Keys	WEP Key 1 : <input type="text" value="•••••"/> WEP Key 2 : <input type="text"/> WEP Key 3 : <input type="text"/> WEP Key 4 : <input type="text"/>
Default Key	Key 1 ▾

Apply **Cancel**

6. If your wireless encryption is WPA or WPA2, please select WPA Algorithms. Please keep the auto set-up of the camera if you are not familiar about this. Then enter the pass phrase

and click Apply.

Adding Wifi profile...

Profile Name	TENVIS Office wifi 2
SSID	TENVIS02
Network Type	Infrastructure
Security Policy	
Security Mode	WPA2-Personal
WPA	
WPA Algorithms	<input type="radio"/> TKIP <input checked="" type="radio"/> AES
Pass Phrase	*****
Apply Cancel	

7. Pick the wireless network added in Station Profile (Up to 4) and click Activate.

Station Profile(Up to 4)			
Profile	SSID	Channel	Authentication
<input checked="" type="radio"/> TENVIS Office wifi 2	TENVIS02	Auto	WPA2-PSK
		Edit	Delete

8. Wireless network is connected if it appears .

Wireless network is disconnected if it shows . Please pick Edit to reset the network configuration or pick Delete to get back to the first step.



Tips:

For security concern, please do not open your WI-FI network.